



September 2006 AWIN Monthly Newsletter

Send us your story

Do you have a story you would like to share with other end users? Any advice you want to pass along to agencies that are awaiting a cutover in their area? We want to know how AWIN is working for you! Please send your comments to awin@arkansas.gov.

AWN Support

In partnership with the Arkansas State Police, the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail:

awin.support@arkansas.gov

Tennessee visitors

AWN program management recently shared information about the AWIN system with several Tennessee public officials. Representatives from Tennessee's Department of Correction, Department of Safety, Department of Transportation, and Emergency Management Agency traveled to Little Rock the first week of September to visit with AWIN Program Director Dale Saffold, Program Manager Penny Rubow, and other project managers. The State of Tennessee is currently exploring options to accomplish statewide interoperability and is considering implementing a system like AWIN.

AWN representatives provided some background on the project and briefed the Tennessee officials on the development of the

system including funding and infrastructure. Program managers shared information on the management of the program, governance structure, program reports, and communications. They also walked through the project lessons learned, and discussed what could have been changed for the better.

Program Director Dale Saffold emphasized the importance of local involvement with the AWIN project. "Local involvement was the turning point for the AWIN project's success," said Saffold.



Latest on Three County Pilot Project

A number of milestones have been reached in the Three County Pilot Project throughout the past few weeks. Project managers, technicians, and trainers are working diligently to complete the project.

Lonoke County coverage testing is complete. Motorola representatives performed the testing to verify coverage that was predicted at the beginning of the project. Subscriber installations for rural fire departments in the county are nearing completion.

In Craighead County, coverage testing is underway and is expected to conclude in the near future. Necessary upgrades at the

Jonesboro dispatch center are complete, and console installation will begin this week. Training for the county is tentatively planned to begin in mid-October.

The Brightstar and New Boston Road towers in Miller County are now operating on the AWIN system. Coverage testing will take place in Miller County after the completion of testing in Craighead County.



User survey

Arkansas Emergency Management Association (AEMA) conference attendees had the opportunity to take part in an AWIN user survey. The brief paper survey was included in the registration packet at the conference, and many emergency management representatives completed the survey and submitted the form at the AWIN booth. If you did not attend the conference and did not have the opportunity to fill out a paper survey, AWIN program management has

developed an electronic version of the survey. Users can find the electronic survey at http://surveys.dis.arkansas.gov/awin_interoperability.htm.

Please take just a few minutes to complete the confidential questionnaire. Program management would like to know how the system is working for users, and information gathered from the survey will be used to improve the system. Results from the survey will be released in a future AWIN newsletter.

Radio coverage testing

Within the past several months, AWIN program management has asked for assistance from county representatives with testing coverage provided by the AWIN system within the counties. AWIN radio coverage testing is designed to demonstrate and document where voice communications are and are not available. Information gathered during testing will be used when planning for added capacity and coverage. Representatives were asked to include all locations, both indoor and outdoor, that are essential to an agency's daily operations during the testing process.

AWIN program management provided a few suggestions for performing coverage testing in the counties. Each county was asked to provide at least one representative to perform coverage tests. More could be used if available, which would cut down on time spent testing the area. They suggested that county 911 maps be distributed to all testers, and specific areas to be tested be identified using the maps. They asked that the testers circle

the areas on the map where voice communication is not available. This will help in identifying areas for future expansion of the system.

If coverage testing is complete in your county, please send marked maps and any additional information to:

Josh Smith
Project Enterprise Program Management Office (PEPMO)
Department of Information Systems
One Capitol Mall
Little Rock, AR 72203
If you have any questions regarding radio coverage testing, please contact **Josh Smith** at josh.smith@arkansas.gov or **501-682-4021** or **Penny Rubow** at Penny.rubow@arkansas.gov or **501-682-5358**.

Recognizing leadership

AWIN Program management recently took time to recognize two key people involved in the success of the AWIN project. Emergency Management Coordinator John Luther and Arkansas County Judge Sonny Cox are each founding members and co-chairs of the Local Leadership Council. They have each put a lot of effort into the development of the AWIN project and continue to support the project.

Program Director Dale Saffold presented a plaque to John Luther at the recent Arkansas Emergency Management Association Annual Conference. Saffold also presented a plaque to Judge Sonny Cox at the Arkansas County Judges Association Conference. Thanks to each of these men for the time and effort they've given to make our state a safer place.



Judge Sonny Cox



Program Director Dale Saffold presenting a plaque to John Luther at the recent Arkansas Emergency Management Association Annual Conference.



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